

1 then?

2 WITNESS CALHOUN: No. And what I'm looking  
3 at here is they -- if you look in the far right  
4 column, the ACNA code, the access carrier name  
5 abbreviation, what it appears to me is that they're  
6 appearing in random alphabetical order, but the  
7 alphabetization is being done by the ACNA code as  
8 opposed to the actual name of the carrier.

9 Q (By Mr. Melson) Ms. Calhoun, to follow up  
10 on Commissioner Garcia's question, if the customer  
11 said "I want MCI for local service, but I'm really  
12 happy with U.S. West, and I'd like to choose them,"  
13 does MCI have the option of saying "We're sorry, we  
14 don't allow our customers to choose any carrier for  
15 long distance but MCI," if you know?

16 A Are you asking me for a -- I mean, legally I  
17 don't know.

18 Q All right. Rather than -- we've clicked  
19 through about five screens at this point, and I guess  
20 I'm afraid that if U.S. West's ACNA code starts with  
21 "U," we've got several more to go.

22 So let's abandon this exercise and let's  
23 just choose Midcom, since they're showing on the  
24 screen now. How would that carrier now be chosen as  
25 my intraLATA carrier?

1           A     On your order you would enter the PIC  
2     code 0648.

3           Q     So at this point I need to either cut and  
4     paste that or write it down so that when I move to my  
5     EDI interface I know the correct code?

6           A     Yes. Or as an ALEC, you could choose to  
7     take the information that comes from LENS and use  
8     software on your side of the interface to integrate it  
9     with your ordering system.

10          Q     Let me ask this: When a customer says to a  
11     BellSouth customer service representative, "I don't  
12     know what carrier I want, could you read me a list,"  
13     that comes up in random order; is that correct?

14          A     Yes.

15          Q     If the customer says, "I want U.S. West,"  
16     isn't it true that the customer service representative  
17     just begins typing that name in, and as soon as it  
18     gets to U.S. West, it hops down in a list and displays  
19     that carrier and code?

20          A     Yes. And that's the same search capability  
21     that I said earlier that we would add to LENS.

22          Q     But that capability does not exist today?

23          A     That's right.

24                 COMMISSIONER DEASON: When will that be  
25     available?

1 through these would have these codes in alphabetical  
2 order before them anyway in a hard copy; is that not  
3 correct?

4 WITNESS CALHOUN: They could, yes.

5 COMMISSIONER GARCIA: So if the occurrence  
6 happened that Mr. Melson's -- or MCI wanted to give  
7 U.S. West as a long distance provider, that service  
8 representative could just scroll through it and find  
9 that because that would probably not be a usual  
10 occurrence?

11 WITNESS CALHOUN: If I were an ALEC and I  
12 had a predetermined relationship with an interexchange  
13 carrier or a set of interexchange carriers, then yes,  
14 the service representatives would have that  
15 information available to them.

16 Q (By Mr. Melson) Let's move to the next  
17 portion of this screen. Is this where we see the  
18 service features that are available in this office?

19 A Yes.

20 Q And is there a way to expand that list and  
21 see some more of it?

22 A We can scroll down through it.

23 Q Now, can everything that we're seeing on  
24 this list be ordered through the EDI interface?

25 A No. This is the list of every service that

1 BellSouth offers, including the complex services that,  
2 as I described earlier even for BellSouth retail  
3 customers, are handled on a manual basis.

4 Q Does this screen indicate at all which  
5 services can be ordered through EDI and which services  
6 have to be ordered on a manual basis?

7 A No.

8 Q Can we check on the availability in this  
9 office of call waiting? How is that done?

10 A You would click on "custom calling".

11 COMMISSIONER GARCIA: Can we go back for a  
12 second? So there are services there that are offered  
13 that I would not be able -- that Mr. Melson would  
14 not -- or MCI would not be able to offer the customer,  
15 and yet they're listed, and there's no way that that's  
16 coded for me to be able to know that I'm not being  
17 able to offer that?

18 WITNESS CALHOUN: No. All BellSouth's  
19 services are available for resale. He would be able  
20 to offer his customers any service that BellSouth has  
21 available for resale. His question was, are there  
22 services here -- can he order every service here  
23 through the electronic data interexchange, ordering --

24 COMMISSIONER GARCIA: Every service that's  
25 listed there, you do -- Mr. Melson or MCI would be

1 classes of service are provided there.

2 Q So the classes of service I get from the  
3 guide, the features and functions I get from this LENS  
4 screen?

5 A Yes.

6 Q Let's return to the switch details. Is  
7 there anything else that in the normal course of  
8 interaction with a customer that I'm going to need to  
9 do in the features and services screen?

10 A No, not that I can think of.

11 Q Let's go back to the main menu. Let me ask  
12 this: If this interaction was with a BellSouth  
13 customer service representative using RNS, and the  
14 customer said "is call waiting available," isn't it  
15 true that the BellSouth representative would find that  
16 out by typing "call waiting" into a box and having the  
17 system scroll down to that point in a list, if you  
18 know?

19 A They would first have to click to get them  
20 to the part of the system that showed them that  
21 information; and then at that point, yes, they could  
22 type in a feature name.

23 Q Now, the customer says "I'd like to know  
24 when this service is going to be -- when the service  
25 can be installed. I would then go back to the main

BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

In re: Consideration of :DOCKET NO. 960786-TL  
BellSouth Telecommunications, :  
Inc.'s entry into interLATA :  
services pursuant to Section 271 :  
of the Federal Telecommunications :  
Act of 1996. :

THIRD DAY - AFTERNOON SESSION

VOLUME XII

PAGE 1304 through 1379

PROCEEDINGS: HEARING

BEFORE: CHAIRMAN JULIA L. JOHNSON  
COMMISSIONER J. TERRY DEASON  
COMMISSIONER SUSAN F. CLARK  
COMMISSIONER DIANE K. KIESLING  
COMMISSIONER JOE GARCIA

DATE: Thursday, September 4, 1997

TIME: Commenced at 12:00 p.m.

PLACE: Betty Easley Conference Center  
Room 148  
4075 Esplanade Way  
Tallahassee, Florida

REPORTED BY: NANCY S. METZKE, RPR, CCR

APPEARANCES:

(As heretofore noted.)

1 error messages either on its own systems or on the systems  
2 that it provides to ALECs?

3 A On the first part of your question, on  
4 BellSouth's retail systems, I'm not sure about measurements  
5 per se. I know that there are some objectives for the  
6 percentage of time that the system should be available. In  
7 terms of the CLEC systems, I think it's the same. There is  
8 an objective percentage, but questions about performance  
9 measurements would probably be better directed to  
10 BellSouth's performance measurements witness.

11 Q Hopefully he is watching. Is there, do you have  
12 in your prefiled exhibits a copy of the view installation  
13 calendar screen?

14 A I believe I do, but I'm looking, so if you  
15 could --

16 Q I am also, so --

17 A Give me just a minute.

18 (Witness reviewed documents)

19 A There is one in the LENS user guide that is, I  
20 think we determined was Exhibit GC-30, and there is one on  
21 page 20.

22 Q All right. I found that. Page 20 of Exhibit  
23 GC-30, which is part of Exhibit 42. In looking at that  
24 document, at the top of the page, that shows days of the

25 week, shows whether the office is open or closed; is that

1 correct?

2 A Yes.

3 Q And in the middle of the page it shows work  
4 interval for various types of functions that require a  
5 premises visit; is that correct?

6 A Yes.

7 Q And at the bottom of the page it shows dates that  
8 are not available; is that correct?

9 A Yes.

10 Q And let's -- using page 20 as an example, if  
11 today were May the 10th, how would I walk through this  
12 screen and determine the date that could be promised the  
13 customer?

14 A You would look at the interval for the type of  
15 installation that was being done and -- well, that's the  
16 first thing you would do, is you would determine when the  
17 customer wanted service.

18 Q I want it yesterday.

19 A Okay. And if you just wanted to calculate what  
20 the next available due date would be or determine the next  
21 available due date, you would match the interval, which is  
22 stated in business days, for the particular type of service  
23 with the days that are available, or in this case, actually  
24 the days that are not available.

25 Q Okay. We are on May 9th, and I am installing one  
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1 new residential line. Can you walk me through figuring out  
2 what the due date will be?

3 A Yes. We are on May 9th, and that counts as the  
4 zero day, so two business days would be May 11th, but we  
5 see that May 11th, May 12th and May 13th are closed, so the  
6 first available day would be May 14th.

7 Q And at that point, the installation interval is  
8 two days. Do I count two days from that point?

9 A No. It's two days --

10 Q Excuse me.

11 A It's two days, but then you go to the next  
12 available day if that's past two days.

13 COMMISSIONER GARCIA: Right. It's two days from  
14 the day it's ordered?

15 WITNESS CALHOUN: Yes.

16 COMMISSIONER GARCIA: And if it's not available  
17 then it moves up?

18 WITNESS CALHOUN: To the first available day.

19 Q And the list -- I believe we observed this  
20 yesterday, but the list of dates that is not available is  
21 not in chronological order; is that correct?

22 A Yes, that's right. The Georgia list was, and  
23 again, I pointed out that there are some differences in  
24 data bases among states.

25 COMMISSIONER DEASON: Is there any reason why  
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1 it's the days that are not available as opposed to the days  
2 that are available that are listed? Wouldn't it be easier  
3 and more user friendly to just list the days that are  
4 available for an installation as opposed to the days that  
5 are not available?

6 WITNESS CALHOUN: It may be. Again, this is the  
7 installation calendar that is kept updated by BellSouth's  
8 network. This is not something new for CLECs. This is  
9 something that BellSouth has used, and this is the way the  
10 network organization has historically kept up with what  
11 installation dates were available, and this is their way of  
12 saying we know we are closed on this day. That might have  
13 been a better way to approach it.

14 COMMISSIONER DEASON: What about now, I notice  
15 in, I believe it was yesterday that we looked at a page for  
16 a different central office, and for that central office  
17 Sunday was not an available day, it was closed?

18 WITNESS CALHOUN: Right. Yes.

19 COMMISSIONER DEASON: Now I don't know when May  
20 the 14th is, but let's assume that was a Sunday and we were  
21 dealing with a central office that was closed on Sunday,  
22 how would we know that without having a calendar to show  
23 that May 14th was a Sunday, assuming that was a Sunday?

24 WITNESS CALHOUN: I think you'd have to look at  
25 the calendar. And what I have done in that situation is my  
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1 computer system has a calendar function in it, and I've  
2 just opened the calendar and had it sitting there  
3 simultaneously with the installation calendar from LENS.

4 BY MR. MELSON:

5 Q Ms. Calhoun, let me now ask you how a  
6 BellSouth -- well, strike that.

7 I believe you told us yesterday during your  
8 demonstration that the ALEC sees the same installation  
9 calendar as the BellSouth representative. Do you recall  
10 that testimony?

11 A Yes.

12 Q Could you turn to your Exhibit GC-12, which is  
13 part of Exhibit 41.

14 (Witness reviewed document)

15 Q And this is the installation calendar that a  
16 BellSouth customer service representative using RNS sees;  
17 is that correct?

18 A Technically it's not -- an installation calendar  
19 is a term of art. This is a due date window in RNS that is  
20 used to calculate a due date for a particular activity, so  
21 it's a due date screen; but the installation calendar  
22 itself is underlying this, and the actual installation  
23 calendar can be viewed separately.

24 Q If you were a BellSouth customer service

25 representative, would you normally view this due date  
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1 part of the actual ordering process. The system has actual  
2 ordering information to evaluate.

3 Q That was probably more of an answer than I  
4 bargained for. Let me try it this way: If an ALEC is  
5 using the inquiry mode of LENS to obtain, to estimate a due  
6 date that it can provide to a customer and can use to fill  
7 in the blank on the EDI order, do they use the installation  
8 screen -- excuse me, the calendar screen that we looked at  
9 in Exhibit GC-30? And that's a yes or a no.

10 A Yes.

11 Q And if a BellSouth customer service  
12 representative was taking an order for service and was  
13 giving the customer a due date that would then flow in as  
14 the requested due date in BellSouth's downstream systems,  
15 is GC-12 the calendar that the residential rep would look  
16 at?

17 A For residence customers, yes, not for business  
18 customers.

19 Q Now this Exhibit GC-12 is not in color, is it?

20 A No.

21 Q Thank you. The actual screen the representative  
22 sees is in color; is that right?

23 A Yes.

24 Q And isn't the first available due date on that  
25 calendar highlighted in a color? I believe it's green, but  
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1 it's highlighted in a different color from the other dates  
2 on the calendar?

3 A Yes.

4 Q And in this case we are looking at April rather  
5 than May, but let's say it was Friday the 11th, and the  
6 first date available was showing to be the -- or the date  
7 offered came back as the 17th, and the customer said, well,  
8 can't you do it quicker than that, aren't the dates the  
9 office is unavailable outlined in black?

10 A Yes.

11 Q So that the customer -- if in fact the 13th,  
12 14th, 15th and 16th were not available, the customer rep  
13 could tell at a glance that those were dates that were for  
14 some reason the office was closed or fully booked?

15 A Yes.

16 MR. MELSON: I need just a minute.

17 COMMISSIONER DEASON: While he is doing that, let  
18 me ask a question. If the example given by Mr. Melson  
19 showed that the first available installation date was the  
20 17th, what would it matter if the office was closed -- if  
21 that is the first installation date, what does it matter?  
22 I mean that is going to tell you that there is no date  
23 sooner than that; is that correct?

24 WITNESS CALHOUN: Right.

25 BY MR. MELSON:

1 find out what had caused the reject, and they could then  
2 make a determination as what needed to be done.

3 Q What are the options available to the local --  
4 LCSC representative for dealing with that reject? I mean  
5 what is it that might need to be done?

6 A One type of reject we'll see is, for example,  
7 when an address is validated, the system, the LENS system  
8 would return a message saying that the address was valid,  
9 but there may be an apartment number involved. If the CLEC  
10 then ignores that and doesn't put an apartment number on  
11 where one might have been required, then the system would  
12 reject that, and the local carrier service center would  
13 need to add that and then let the order go on.

14 Q And how does the local carrier service center  
15 know what apartment to put in?

16 A It may be something that is fairly apparent by  
17 looking at the customer's record, or it may be something  
18 that they would need to get clarification from the CLEC on.

19 Q And if it's something -- if the reject needs to  
20 be communicated back to the CLEC, how is that communication  
21 made?

22 A Either by telephone or by fax.

23 Q Now if RNS or DOE reject an order that has been  
24 placed by a BellSouth customer service representative, all  
25 of those rejections are communicated back electronically to  
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1 the person or group who will ultimately deal with fixing  
2 the error; is that correct?

3 A Yes. There is an error correction group that  
4 receives orders that are rejected.

5 Q So there is never a fax or a phone call to  
6 communicate that information?

7 A Well, at that point the person handling the error  
8 might need to call the customer who originally placed the  
9 order to get the information.

10 Q I understand that BellSouth is not relying on  
11 LENS ordering capability to satisfy its requirement of  
12 nondiscriminatory access. Can you tell me why BellSouth  
13 then offers an ordering capability in LENS?

14 A Yes. Ordering capability was initially designed  
15 in LENS under the thinking that EDI, as I described  
16 yesterday, has historically been used only by large  
17 carriers. We, as I also explained yesterday, arranged to  
18 make the benefits of EDI available to small carriers as  
19 well. So LENS is still available as an option, as an  
20 ordering option.

21 Q I'm going to ask hopefully a short series of  
22 questions about the ordering function in LENS. If an ALEC  
23 customer service representative is placing an order through  
24 LENS and they get to the end, they've completed the order,  
25 they are about to transmit it to BellSouth, is there a way

1 the addition of a single central office feature such as  
2 call waiting one did not have to consult the interval  
3 calendar, one could simply put it in today if the order was  
4 submitted before 3 p.m.; is that correct?

5 A Yes.

6 Q Turn, if you would, to pages 17 and 18. I guess  
7 that's actually a single screen, but let's turn to page  
8 18. Do you see there that four features are being added to  
9 this line, namely, ESSX, which is the new call waiting, and  
10 then the three preexisting services, call return blocking,  
11 repeat dial blocking and custom toll restriction?

12 A Yes.

13 Q And I believe you testified that on a conversion  
14 as specified you had to list everything that was going to  
15 be in place after the conversion?

16 A Yes.

17 Q Now look on page 21, if you would, and that's the  
18 determine due date screen, and in the LENS firm ordering  
19 mode, determine due date is the last thing one does before  
20 one submits the order; is that correct?

21 A Yes.

22 Q And that's because the due date calculator needs  
23 to know what the order involves in order to return an  
24 accurate due date?

25 A Yes.



1 Q And page 21 shows desired due date of September  
2 2nd, which is the same date that appears in the lower  
3 left-hand corner of all of these pages, and it shows  
4 anytime on the second; do you see that?

5 A Yes.

6 Q Turn to the last page, page 22, is this the  
7 screen that is returned by LENS indicating a calculated due  
8 date of September 5th?

9 A Yes.

10 Q And so in this instance, even though there is a  
11 conversion as specified with the addition of a feature, the  
12 BellSouth system is saying that we are not going to do that  
13 in by three, out this afternoon, we are going to give you a  
14 due date of September 5th; is that correct?

15 A Yes. All of the users of LENS have been notified  
16 by an industry letter that we have received some unexpected  
17 results on due date calculation in the firm order mode, and  
18 this is an example of one such unexpected result. Again,  
19 BellSouth is not relying on the ordering capabilities of  
20 LENS; we are relying on the industry standard EDI ordering  
21 method, and this a problem that we had identified. We've  
22 notified the CLEC community that it exists, given them  
23 procedures to follow in the interim and are working to  
24 correct the problem.

25 Q And was the industry notified of this by a  
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1 memorandum from BellSouth dated September 2nd, 1997?

2 A Yes.

3 Q And that would have been Tuesday of this week; is  
4 that correct?

5 A Yes.

6 Q Let me have a copy of that letter distributed and  
7 ask if this is a letter by which the notification was made.

8 (Document distributed)

9 A Yes.

10 Q Let me ask you --

11 MR MELSON: Well, first let me ask that this  
12 document, memorandum dated September 2nd, 1997 from J. M.  
13 Baker, Re, due dates on LENS resale orders be identified as  
14 Exhibit 48. Chairman Johnson, I'm sorry, could we identify  
15 this as Exhibit 48, please?

16 CHAIRMAN JOHNSON: It will be identified as  
17 Exhibit 48.

18 BY MR. MELSON:

19 Q Ms. Calhoun, would you move to the last, the  
20 third paragraph of this letter and read the second sentence  
21 beginning with the words "Meanwhile?"

22 A I'm sorry, were you asking me to --

23 Q Yes, could you read that aloud, please?

24 A "Meanwhile, if you are placing orders through  
25 LENS for conversions as specified or for new installations  
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1 and the LENS order disagrees with the due date table,  
2 please submit the LENS order with the calculated due date,  
3 and then contact the local carrier service center for  
4 assistance. If you are placing orders through the industry  
5 recommended electronic data interchange ordering interface  
6 or are issuing orders for conversion 'as-is' through LENS,  
7 please continue to establish due dates as usual."

8 Q Let me ask you, if you are placing orders through  
9 EDI, what is the usual method to establish due dates?

10 A The usual method of establishing due dates is to  
11 consult the table of installation intervals, follow the  
12 business rules, for example, for in by three, same day due  
13 date or to use that information in conjunction with the  
14 installation calendar for services requiring a premises  
15 visit.

16 Q Does BellSouth -- has BellSouth ever recommended  
17 to CLECs that they may choose to use the firm order mode of  
18 LENS to perform pre-ordering functions?

19 A Yes, that's an option that is available.

20 Q And if an ALEC were using the firm order mode of  
21 LENS to perform pre-ordering functions and requested a  
22 committed due date as shown on Exhibit 47, they would have  
23 got a delayed due date for an order that involved only a  
24 feature addition; is that correct?

25 A They may have. As this letter indicates, the  
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1 indication is that in the middle of the second paragraph,  
2 may not always be calculating the correct due date for  
3 those orders for some locations.

4 Q Let me ask this, do you know the percentage of  
5 orders and locations for which an incorrect due date is  
6 calculated?

7 A I don't. BellSouth just identified this problem  
8 late Friday afternoon, evaluated it over the weekend,  
9 notified the carriers immediately Tuesday, and has  
10 proceeded to continue with its corrective action.

11 Q You discovered the problem on Friday?

12 A Yes.

13 Q Were you personally made aware of the problem  
14 during your cross examination in Kentucky on Tuesday of  
15 last week?

16 A I was not.

17 Q Let me ask you now about jeopardies, and that's a  
18 term I don't believe we have defined yet. What does a  
19 jeopardy mean to you?

20 A There are different meanings for the term  
21 "jeopardy." Generally we talk about jeopardies in terms of  
22 due dates that are not met.

23 Q So jeopardy would arise when a customer had been  
24 given a committed due date and then for some reason due to  
25 downstream problems or processing that date could not be

1 would probably be an easier way to go.

2 Q Well, that's not the way I prefer to go.

3 A Okay.

4 Q Are you aware of any changes that have been made  
5 to LENS since June 17th that would not be self evident to a  
6 user of the system?

7 A I can't think of one off the top of my head.

8 Q Is the answer you don't know?

9 A Yes.

10 Q Thank you. What is CGI?

11 A CGI is an acronym for a common gateway interface.

12 Q And is there -- well, what is a common gateway  
13 interface?

14 A A common gateway interface is a method or a  
15 program, if you will, for taking the output of one  
16 application and making it available for use in another  
17 application. It's a program for manipulating data from one  
18 system to another.

19 Q And has there been a CGI -- I'm going to call it  
20 system; I don't know if system is the right word --  
21 developed for use in conjunction with LENS?

22 A No, it's something that BellSouth had proposed  
23 and stood willing to make available, and we had discussions  
24 with a number of parties about it, but to my knowledge  
25 there is no one currently pursuing that option with us.

1 Q Did BellSouth at one point commence the  
2 development of a CGI system for use with LENS?

3 A BellSouth began the development of a CGI  
4 technical specification, but that's something different  
5 than building a system. The actual CGI program would be  
6 done on the -- or I guess I should say a portion of the  
7 programming would be done on the CLEC side of the interface  
8 as well.

9 Q Would a portion of the programming be done on  
10 BellSouth's side of the interface?

11 A Yes.

12 Q BellSouth -- Let me try and understand.  
13 BellSouth began the development of a technical  
14 specification for a CGI interface but at some point  
15 abandoned that effort; is that correct?

16 A Yes, the effort was abandoned when it appeared  
17 that there was not going to be a party pursuing that option  
18 with us.

19 Q Now I believe you have testified that a user of  
20 LENS might choose to integrate some of the pre-ordering  
21 information from LENS with its own EDI system to avoid its  
22 customer representative having to move from one system to  
23 another; is that correct?

24 A Yes.

25 Q Would that be a CGI application?

1           A     Yes.

2           Q     At this point is it fair to say that BellSouth  
3     has not completed the specifications for using CGI in  
4     conjunction with LENS and has done no development of an  
5     actual CGI -- the portion of the CGI that needs to be done  
6     on BellSouth's side of the interface?

7           A     While I would agree that it's true that BellSouth  
8     does not have a completed specification, and it's also true  
9     that we haven't done any of the development work, with the  
10    specification that we have, there is a, more than a good  
11    starting point of what needs to be done. The existing  
12    specification would have to be updated as it is now a few  
13    months out of date.

14          Q     So whenever you say that an ALEC could design a  
15    front-end system to integrate LENS and EDI, a prerequisite  
16    to that is for BellSouth to complete the CGI specification  
17    and for BellSouth to complete some CGI work on its side of  
18    the interface; is that correct?

19          A     No, I don't agree that it's a prerequisite.  
20    There is enough information available as a starting point  
21    that the work could proceed in parallel.

22          Q     The work of a CLEC to turn up for commercial use  
23    a system that -- a front-end system that integrates LENS  
24    and EDI cannot be completed without further work by  
25    BellSouth; is that correct?

1           A     That's correct.

2           Q     One final series of questions. Ms. Calhoun, you  
3 talked earlier about the technical capability to submit an  
4 order for more than one unbundled network element in a  
5 single EDI transaction. Do you remember that conversation?

6           A     Yes.

7           Q     And I believe that you deferred any policy  
8 questions about whether an ALEC would be allowed to combine  
9 two elements to other witnesses. Am I remembering that  
10 correctly?

11          A     The whole question about combinations and who  
12 does the combinations, yes, I believe are legal and policy  
13 questions.

14          Q     Okay. I want to ask you a technical question  
15 about the capability of the interface and the downstream  
16 systems. Assume that BellSouth were required to honor a  
17 request for a loop/port combination in a situation where  
18 that loop and port are combined today in BellSouth's  
19 network to serve the same end user the ALEC wants to  
20 serve. Are you with me on the assumption?

21          A     Are you talking about an existing service that --  
22 Better try me again.

23          Q     Okay. Assume I am a BellSouth customer. I'm  
24 served by -- The services provided to me makes use of a  
25 loop and a port, correct?



1           BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

2

3   In re:   Consideration of                    )   Docket No. 960786-TL  
4   BellSouth Telecommunications,            )  
5   Inc.'s entry into interLATA               )  
6   services pursuant to Section 271         )  
7   of the Federal                               )  
8   Telecommunications Act of 1996.           )  
9   \_\_\_\_\_)

7

8                       THIRD DAY - AFTERNOON SESSION

9                               VOLUME 13

10                           Pages 1380 through 1475

11   PROCEEDINGS:                       HEARING

12   BEFORE:                           JULIA L. JOHNSON, CHAIRMAN  
13                                       SUSAN F. CLARK, COMMISSIONER  
14                                       J. TERRY DEASON, COMMISSIONER  
15                                       DIANE K. KIESLING, COMMISSIONER  
16                                       JOE GARCIA, COMMISSIONER

17   DATE:                              Thursday, September 4, 1997

18   TIME:                               Commenced at 9:00 a.m.

19   PLACE:                             Betty Easley Conference Center  
20                                       Room 148  
21                                       4075 Esplanade Way  
22                                       Tallahassee, Florida

23   REPORTED BY:                       Lisa Girod Jones, RPR, RMR

24   APPEARANCES:

25                               (As heretofore noted.)